



**STRATEGIC PLAN
2008**

BERKELEY FRASER R.PH., BOARD CHAIRMAN



Idaho State Board of Pharmacy

3380 Americana Terrace #320
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To: Anita Hamann
Division of Financial Management

From: For Executive Director Position Vacated on June 29, 2007
Respectfully Submitted By Jan Atkinson, Senior Compliance Officer

Date: August 1, 2007

Subject: Draft Objectives of Board Staff for Fiscal Year 2008

Ongoing evaluation of workloads, resources and training needs of office personnel, pharmacy inspectors and controlled substance investigators. Continued growth and expansion of licensed facilities and registrants require ongoing assessments of policies and procedures by licensing personnel in order to ensure continued protection and safety to the Idaho consumer-patient.

Revise existing rules or establish new rules mandated by the 2007 Idaho Legislature which enacted comprehensive legislation regarding wholesale distributors and implementing licensing requirements, bonding requirements and drug pedigree requirements required by the Idaho Wholesale Drug Distribution Act.

Proceed with the hiring of the inspector position for the Boise region which has remained vacant for over twelve months. Funds to increase the starting salary for this position were requested by board member Kathleen Gurnsey and approved by Wayne Hammon, Administrator of DFM on 7/27/07. This is a much-needed increase to the existing salary range for the vacant position which has not been revised in at least twelve years. The board has been unable to attract qualified individuals with the existing salary as it compares to current compensation offered to pharmacy technicians who would be the most applicable and experienced candidates applying for the position.

Present or propose legislative changes to code or rules that will maintain the status of the practice of pharmacy and protect the health and welfare of the citizens of Idaho.

Monitor the proposals from outside interests that might negatively impact the practice of pharmacy.



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MEMORANDUM

To: Anita Hamann
Division of Financial Management

From: Board Chairman Berkeley Fraser R.Ph.
For Executive Director Position Vacated on June 29, 2007
Respectfully Submitted By: Jan Atkinson, Senior Compliance Officer

Date: August 1, 2007

Subject: Strategic Plan for Fiscal Year 2008

Signed

A handwritten signature in cursive script, reading "Berkeley Fraser".

Berkeley Fraser, R.Ph..
Board Chairman

VISION STATEMENT

Demand for our services continues to grow due to the population explosion of the state. This has increased the workload for our staff and prompts the need to develop better software and update our licensing databases to streamline the licensing process for practitioners, pharmacists, technicians, pharmacies, wholesalers and retail outlets.

More sophisticated technology is also needed to allow 24/7 access by practitioners and pharmacists to our controlled substance database. This increased access will decrease staff time and provide valuable patient information to practitioners' and pharmacists when the office is closed.

We are seeing an increased in closing of independently owned pharmacies in our rural communities and envision the use of Telepharmacies in some of these situations which would continue to provide many of the pharmacy services to citizens in those underserved areas.

We envision the continuous review of pharmacy technicians, ratios of pharmacy technicians to pharmacists, certification of pharmacy technicians and the requirement for continuing education.

As e-prescribing and the transmittal of electronic prescriptions are being implemented across the state we see the need for policies and guidelines to assist the pharmacies in verifying the validity of those prescriptions.

There is a constant need to assess required staffing, position upgrades, compensation and the continuation of training required to maintain the level of service and expertise necessary with the sustained growth of this agency.

MISSION STATEMENT

The statutory mission of the Idaho State Board of Pharmacy is to promote, preserve and protect the health, safety and welfare of the public by and through the effective control and regulation of the practice of pharmacy. That the sale and distribution of medications, devices and such other materials as may be used in the diagnosis and treatment of injury, illness and disease are handled and delivered in a manner that assures quality pharmaceutical care to the people of the state of Idaho.

BOARD PHILOSOPHY

The Idaho Board of Pharmacy continues to be committed to maintaining the highest standard of pharmaceutical care for the citizens of the State of Idaho. This can be accomplished by assuring that the practice of pharmacy through regulation is held to the highest standards of education, training, accountability and ethics.

EXTERNAL FACTORS AFFECTING AGENCY GOALS

- Increase in the number of licensed professionals in particular the reciprocity of pharmacists into the state.
- Changes in federal law in particular stricter controls of certain medications effecting Idaho Board of Pharmacy statutes and rules.
- Changes at the federal level dealing with the electronic transmission of controlled substance prescriptions.
- Legislation and rule changes introduced by legislators, state pharmacy associations and other entities affecting the practice of pharmacy.
- The loss of pharmacies in rural areas of the state prompting the need for innovative changes allowing for continued pharmaceutical services.
- Development of new technologies increasing efficiency in licensing and creating a near paperless system for inspections.
- Promulgate rules and develop new technologies that would allow access by pharmacists and practitioners to our controlled substance data base while providing maximum security to the system.
- Be able to offer incentives enabling us to retain key personnel.
- Maintaining an interest to serve as board members in lieu of the escalating costs of relief pharmacists.
- Shortage of pharmacist continues and becomes a concern for filling positions at the retail and institutional setting as well as teaching positions at the university level.
- Limited seating at Idaho State University College of Pharmacy restricting the number of graduates to fill needed positions.
- Changes in required education and training for pharmacy technicians to further assist pharmacists in their role as health care providers.

LICENSING

GOAL , OBJECTIVES & ACTIONS	FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURE	PERFORMANCE OUTCOME MEASURE
GOAL						
Complete new and renewal of all licenses in a timely manner	X	X	X	X		New data base completed to handle existing licensees
OBJECTIVE						
Continue to meet or exceed the expectations for licensees						
ACTION						
Maintain web site allowing for licensee access	X	X	X	X	Web site in place allowing for access to license applications. Applications also available by fax or mail	Practitioners, pharmacists, pharmacies, drug outlets, wholesalers have direct access to license applications
Allow on line verification and renewal of licenses	X	X	X	X	Work with Access Idaho to make available licensee verification through our web site	Allow 24-7 information for licensee verification without a direct request to the board office
Work with the National Association of the Boards of Pharmacy (NABP) to expedite reciprocity of licenses	X	X	X	X	Continue dialogue with NABP and other state boards to expedite information needed prior to licensing	Expedites the time needed for the licensing of pharmacists reciprocating into Idaho

INSPECTIONS

GOAL , OBJECTIVES & ACTIONS	FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURE	PERFORMANCE OUTCOME MEASURE
GOAL						
Develop a system to expedite the time needed to complete inspections	X	X				Integrate new technology in the inspection process
OBJECTIVE						
Continue to complete inspections on a timely basis						
ACTION						
Explore new technologies to be used in the inspection process	X	X	X	X	Develop new programs to expedite the time needed for inspections	Reduces the time required to be in facilities during inspections
Eliminate the use of paper forms used by inspectors	X	X	X	X	Generate the required forms needed electronically	Results in only one form needed to be maintained by the outlet
Allow direct access to information maintained in the office by the inspectors	X	X	X	X	Integrate into the system the means by which an inspector would have access to information on licensees'	Expedites access to information of licensees' required during an inspection by an inspector in the field

CONTROLLED SUBSTANCE PRESCRIPTION TRACKING PROGRAM

GOAL , OBJECTIVES & ACTIONS	FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURE	PERFORMANCE OUTCOME MEASURE
GOAL						
Establish a format that will allow direct access to the prescription drug data base.	X	X	X	X		Would allow qualified individuals direct access to the data base 24 hours a day 7 days a week
OBJECTIVE						
Implement new rules allowed by changes to Idaho Code 37-2726 & 37-2730A						
ACTION						
Review programs already established by other states	X	X			Determine the format and costs of existing programs	Eliminates the time and costs of developing a program from scratch
Review our current budget	X	X			Prepare a cost analysis of current funds available for program	Expedites the time for implementing the updated program
Train office staff for changes	X	X	X	X	Implement changes in staff duties and program changes	Will allow more time for data review and further assistance to practitioners and other agencies

TELE-PHARMACY

GOAL , OBJECTIIVES & ACTIONS	FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURE	PERFORMANCE OUTCOME MEASURE
GOAL						
Allow the use of Automated Pharmacy Systems (APS) in rural areas of the state	X	X	X	X		Would provide pharmacy services in areas of the state no longer provided by traditional brick and mortar pharmacies
OBJECTIVE						
Implement rules that would allow the use of APS in underserved communities						
ACTION						
Determine areas in need of pharmacy services	X	X	X	X	Meet with interested pharmacists, practitioners and community leaders	Provides patients with continued pharmacy services including counseling
Determine location of Tele-Pharmacy site	X	X	X	X	Inspect facility assuring they meet the standards set by rule	Sets operating protocols for the storage, packaging, dispensing or distribution of medications.
Set standards for personnel responsible for operation of the Tele-Pharmacy	X	X	X	X	Define licensing, registration and training for personnel responsible for the operation and dispensing of medications	Assures the public that only licensed, registered and properly trained personnel will be providing pharmacy services

TECHNICIANS

GOAL , OBJECTIVES & ACTIONS	FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURE	PERFORMANCE OUTCOME MEASURE
GOAL						
Maintain optimal use of pharmacy technicians	X	X	X	X		Sets standards by which pharmacists are able to utilize pharmacy technicians in their practice
OBJECTIVE						
Continue to review rules governing the use of pharmacy technicians						
ACTION						
Review the need for certification of technicians	X	X	X	X	Identify groups that meet certain criteria granting certification of pharmacy technicians	Assures that technicians have met the competencies necessary to practice their profession
Review the ratio of pharmacy technician to pharmacist	X	X	X	X	Determine the maximum ratios that can be supervised by a pharmacist	Protects the public in the delivery of medications through the use of pharmacy technicians
Explore the possibility of expanding the duties of pharmacy technicians	X	X	X	X	Determine the safety of further allowing technicians to perform duties not currently allowed by law	Would allow pharmacists more time to spend with patients in the clinical aspects of pharmacy

ELECTRONIC PRESCRIPTIONS

GOAL , OBJECTIVES & ACTIONS	FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURE	PERFORMANCE OUTCOME MEASURE
GOAL						
Establish a uniform system for the electronic transmission of prescriptions	X	X	X	X		Allows for prescriptions to be transmitted electronically in lieu of hard copies or by telephonic means
OBJECTIVE						
To provide a means whereby prescriptions can be received by electronic transmission						
ACTION						
Explore technologies used in transmitting information electronically	X	X	X	X	Implement rules allowing the use of electronic transmission of prescriptions	Provides guidelines for the electronic transmission of prescriptions for practitioners and pharmacists
Insure security of prescriptions transmitted electronically	X	X	X	X	Review programs to be used in the transmission of prescriptions	Assures patients, practitioners and pharmacists that prescription information is submitted and maintained in a secure manner
Insure prescription content is transmitted correctly	X	X	X	X	Review applications and programming used in the process of transmission	Assures prescription information is correct and without error

PERSONNEL

GOAL , OBJECTIVES & ACTIONS	FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURE	PERFORMANCE OUTCOME MEASURE
GOAL						
Maintain adequate and well trained staff.	X	X	X	X		Provides for well trained staff to meet the needs of the public and the agency
OBJECTIVE						
Retain key staff by providing incentives through continued training and adequate compensation						
ACTION						
Explore areas of changes required for staff positions	X	X	X	X	Identify new technologies available for possible enhancement of positions	Staff becomes more proficient
Provide training for staff in the use of new technologies	X	X	X	X	Explore costs and training available for staff	Increases the knowledge of staff in the use of new programs and provides a sense of accomplishment
Evaluate the need for increase in staff and or part time positions	X	X	X	X	Determine workload for all positions	Allows the agency to continue to provide services to the public and licensees in a timely manner
Provide adequate compensation for staff	X	X	X	X	Evaluate staff annually for performance to determine increase in compensation	Helps retain staff eliminating the need for retraining of new staff and provides for continued efficiency

BOARD MEMBERS

GOAL , OBJECTIVES & ACTIONS	FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURE	PERFORMANCE OUTCOME MEASURE
GOAL						
Prepare pharmacists and public appointees to serve as members of the board	X	X	X	X		In their role as board members they become better equipped to serve in that capacity
OBJECTIVE						
To assure members of the board have an understanding of their duties as board members						
ACTION						
To provide orientation and training of new board members	X	X	X	X	Provide the opportunity for new members to meet with staff & board attorney	New board members have a better knowledge and understand of their duties
Promulgate changes in statute or rules as needed	X	X	X	X	Provide the opportunity for board members to collaborate on changes necessary	Assures there is a consensus of the board to changes needed to better serve the public and profession
Attend all board meetings providing for a quorum	X	X	X	X	Schedule board meetings at times and locations to accommodate board members and the public	Completes board business in a timely manner including hearings and other disciplinary matters